



Department of Administrative Services State of Georgia Job Description

Process Improvement Audit Supervisor

Job Code: 31649
Pay Grade: 16
Salary Range: \$37,901 - \$66,425

Job Description, Responsibilities, Standards, and Qualifications

Job Description:

Under general supervision, supervises a compliance audit team in the performance of procurement technical reviews. Assigns work, coaches, and evaluates the performance of team members. Assesses, develops, and implements strategic and progressive procurement process improvements to enhance performance with best in class procurement processes.

Job Responsibilities & Performance Standards:

1. **Supervises a compliance audit team in conducting procurement technical reviews.**
 1. Evaluates the scope and complexity of upcoming reviews, determines milestones and deadlines for projects, and assigns work to team members.
 2. Develops plan of action, schedules audit reviews, determines audit programs to be administered, and supervises assignments of team members.
 3. Guides or assists team members in the collection of complete and accurate data for audit assessments.
 4. Ensures timely completion of each portion of the audit review project.
 5. Enters planning data and monitors progress-to-plan for each audit review in automated audit system.
 6. Tracks individual work performed and time spent by assigned staff for each audit review assignment.
 7. Reviews documentation and work for accuracy and completeness within acceptable time frames.
 8. Approves travel expenses and monitors costs.
 9. Alerts management to budget discrepancies or issues with existing audit reviews.
 10. Answers or resolves escalated problems or issues concerning procurement technical reviews.

2. **Oversees the compilation of compliance audit documentation and final summary reports.**
 1. Evaluates each procurement technical review to ensure that appropriate automated audit software documentation includes findings, recommendations, conditions, details, and cause and effect.
 2. Reviews and approves work completed in the automated audit system for legitimacy according to Georgia Procurement laws, the Georgia Procurement Manual (GPM), and best business practices.
 3. Assures that written reports are constructed within an established time frame and ascertains that all reports are technically and grammatically correct.
 4. Researches and addresses entity responses to audit findings for evaluation of validity and inclusion in the final summary report.
 5. Oversees the compilation of final summary reports, obtains necessary signatures, and disburses reports according to appropriate entity distribution.
 6. Reviews audit ratings for appropriate assignment level.
 7. Submits customer service survey to entities for evaluation of the procurement technical review and compliance audit team.
3. **Analyzes entity procurement operations to assess risk factors and develop performance improvement measures to be implemented.**
 1. Provides consultation to entities on procurement operations and related standards for compliance.
 2. Ensures appropriate action plans are developed for immediate or post review requirements in order to improve procurement performance.
 3. Develops and/or implements statewide process improvement enhancements.
 4. Uses knowledge of laws, rules and regulations to answer questions and makes entity-specific recommendations for process improvement.
4. **Provides individual consultation, technical assistance, and/or departmental training to clients statewide in order to improve procurement efficiencies and explain best practices.**
 1. Encourages relationship building within compliance audit team and with entity procurement officials.
 2. Provides hands-on training of all automated and technical applications.
 3. Trains and/or supervises the compliance audit teams in training entities to perform internal reviews to keep them abreast of best practices.
 4. Provides procurement expertise to assist in meeting regulatory and compliance requirements.
 5. Demonstrates a thorough and up-to-date knowledge of purchasing standards, laws, and regulations.
5. **Performs or schedules the performance of investigations of improprieties or issues with existing procurement functions on an as-needed or as-requested basis.**
 1. Performs or schedules special investigations in instances where there are documented concerns to an existing procurement practice or related process.
 2. Conducts emergency or time-sensitive investigations to gather file information, procurement records, and related data.
 3. Provides management with results and recommendations.
 4. Revises project schedules and timelines as needed to work around emergency situations.

- 6. Supervises, trains, and mentors compliance audit team members.**
 1. Communicates goals and objectives to team members, and assigns/prioritizes work in keeping with employee skill levels, workloads and completion timeframes.
 2. Provides staff with clear performance expectations and objectives.
 3. Provides ongoing, constructive, and timely performance feedback and coaching to staff to encourage achievement of expectations.
 4. Performs accurate and timely performance evaluations of assigned staff.
 5. Recommends and initiates salary, disciplinary, or other staffing related actions in accordance with agency rules and policies.
 6. Updates, maintains or assists in the development of policies, procedures and best practices, and assists in maintaining the unit's review processes and related systems.
 7. Trains compliance audit team on new practices or policy/standards changes as they occur.
 8. Identifies training needs of the team and submits training requests to manager for approval in order to enhance employee skills and knowledge.
 9. Uses knowledge of laws, rules, and regulations to answer questions and makes recommendations for process improvement.
 10. Serves as subject matter expert on automated audit systems and related processes.
- 7. Establishes and maintains effective channels of communication and working relationships with entity representatives and internal team members.**
 1. Ensures that customer service standards are met in all audit activities.
 2. Communicates with customers in a manner that facilitates the development and maintenance of strong working relationships and maximizes benefits to the state.
 3. Identifies and responds to customer needs in a timely manner.
 4. Builds trustful relationships with internal and external procurement professionals.
- 8. Maintains knowledge of current trends and developments in the purchasing field. Applies relevant new knowledge to individual responsibilities.**
 1. Participates in professional continuing educational programs to achieve and maintain professional certification.
 2. Attends meetings of applicable professional organizations.
 3. Identifies, evaluates, and adopts best practices on a continual basis.
 4. Incorporates broad knowledge of pertinent new trends and developments into individual work, and makes recommendations to management for any related changes to policy or procedure.

Competencies:

1. Specialized Knowledge Cluster (level 4)

▪ **Advanced expertise**

- Has advanced expertise in required job-related knowledge.
- Generates novel or unique ideas in performing job-related activities.
- Considered organization-wide subject matter expert.
- Improves systems or procedures which enhance own and others' ability to do work.

2. Planning and Evaluation (level 4)

▪ **Coordinates plans for multiple projects**

- Uses planning and tracking systems to coordinate many projects

- Plans and prepares for events/situations that could disrupt a project

3. Goal and Task Management (level 4)

- **Tracks and measures performance against objectives.**
 - Makes structured plan – accomplishes strategic short-term goals.
 - Adjusts goals based on new or additional information.
 - Sets goals above expected level; seeks additional challenges on the job.
 - Keeps personal log/tracking system of goals.
 - Meets and exceeds deadlines through efficient time management.

4. Reasoning (level 4)

- **Simplifies complex information**
 - Uses multiple rules to analyze and categorize complicated information.
 - Identifies plausible relationships among diverse and obscure material.
 - Thinks through complicated problems to develop multiple solutions.
 - Understands interaction between multiple problems and situations.
 - Sees connections between complex sequences of events.

5. Customer Service/Client Orientation (level 5)

- **Systematically ensures quality service**
 - Creates systematic solutions to customer problems.
 - Develops methods to improve service
 - Committed to overall quality of service

6. Written Communication (level 4)

- **Generates compelling written documents.**
 - Adjusts words to add effect.
 - Uses one or two formal writing styles appropriate to one's field.
 - Writes documents which hold the reader's attention.

7. Team Leadership (level 4)

- **Fosters and facilitates positive work environment.**
 - Provides guidance to groups, team members, or other employees.
 - Establishes mentoring relationships.
 - Uses multiple leadership styles depending on situation.
 - Takes an active role in developing motivational strategies.

8. External Awareness (level 4)

- **Advanced knowledge.**
 - Advanced knowledge of trends and influences affecting the organization.
 - Utilizes tracking systems to assess trends and influences.
 - Reports information throughout the organization.

Minimum Qualifications:

Completion of a four-year degree from an accredited college or university with a degree in Business Administration, Public Administration, Purchasing, Accounting, or a related field.

AND

Five years of procurement experience, three years of which included conducting compliance audits of purchasing operations.

OR

Eight years of procurement experience, three years of which included conducting compliance audits of purchasing operations.

OR

Two years of experience as a Process Improvement Auditor.

Preferred Qualifications:

Preference will be given to applicants who, in addition to meeting the minimum qualifications, possess one or more of the following:

- Master's degree from an accredited college or university.
- Certification as a Certified Professional Public Buyer (CPPB), Certified Public Purchasing Officer (CPPO), Certified Associate Contracts Manager (CACM), Certified Professional Contracts Manager (CPCM), or a Certified Purchasing Manager (CPM),
- Prior government procurement experience
- Experience with auditing systems such as AutoAudit for Windows and SNAP! Reporter.
- Experience using PeopleSoft Financials 7.2 or 8.8